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Date of Deposit: December 14, 2005

Our Case No. 10022/225
Accenture ref. 01095-00/US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Missinhoun, Jean L.)
)
Serial No. 09/608,293) Examiner Boyce, Andre D.
)
Filing Date: June 30, 2000) Group Art Unit No. 3623
)
For SYSTEM AND METHOD FOR)
PROVIDING A MULTI-CHANNEL)
CUSTOMER INTERACTION CENTER)

AMENDMENT

Mailstop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This Amendment is submitted in conjunction with a Request for Continued Examination under 37 C.F.R. § 1.114. Please amend the application as shown below.

Claim amendments begin on page 2 of this paper.

Remarks begin on page 10 of this paper.